

# Lynn Page & Associates

We develop people, processes, programmes & learning solutions

## Service Agent Skills USID 14348 | Credits 3 | NQF Level 2

### Frontline, Telephone and Business Etiquette

Duration: 1-2 days/ coaching: 2 mornings

This workshop has been designed to build confidence and professionalism in the frontline. It is ideal for anyone who interacts with customers or clients, face to face or over the telephone. The focus of this workshop supports customer excellence and also equips call-centre staff to deliver at a higher and professional level. Hands-on follow up ensures that the learning is transferred into the workplace.

#### Pre-Assessment

Learners are requested to complete a questionnaire prior to the workshop to evaluate their knowledge of the company, its policies and culture.

#### Module 1: Attitude

- ▶ The importance of a positive attitude and how to develop it
- ▶ Basic communication skills: non-verbal communication, questioning and listening
- ▶ Identifying symptoms of stress and coping guidelines
- ▶ Social and business etiquette
- ▶ Name tags, introductions, dressing levels and eating out

#### Module 3: Telephone etiquette

- ▶ Handle calls in a professional manner
- ▶ Answer, Respond, Action and Close the call
- ▶ Asking the right questions, clarifying and taking messages
- ▶ Go the extra mile – offering options
- ▶ Understand the Do's and Don'ts of telephone behaviour
- ▶ Receive and handle visitors.

#### Introduction

- ▶ Handle Customers in a Professional Manner
- ▶ Go beyond “good” service
- ▶ Understand “one-stop’ and ‘one-contact’ service”

#### Module 2: Voice and general guidelines to grooming and dress

- ▶ Understanding the importance of your voice over the telephone and the use of pitch, pace, tone and pronunciation
- ▶ Voice evaluation
- ▶ Maintaining a tidy workstation and paying attention to grooming to create a professional image



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**Please note: Portfolio of Evidence is charged separately to the course price if you require one**

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